

A G R E E M E N T

This agreement (the "Agreement") is made and entered into effective as of this 5th day of January 2016 by and between the North Carolina Department of Agriculture and Consumer Services, Veterinary Division, Animal Welfare Section (hereinafter referred to as either the "Department" or the "Animal Welfare Section"), and the Lincoln County, North Carolina Animal Services Shelter, located at 650 John Howell Memorial Drive, Lincolnton, North Carolina 28092, an agency of Lincoln County, North Carolina (hereinafter referred to as the "Lincoln Animal Shelter" or the "Shelter").

R E C I T A L S

WHEREAS, on December 8, 2015, the Department assessed the Lincoln Animal Shelter a civil penalty in the amount of Seven Thousand, Five Hundred Dollars (\$7,500.00) as a result of the Department's discovery of evidence indicating that the Shelter had violated 02 North Carolina Administrative Code 52J .0101(5), .0205(a), .0207(a), and .0210(b) and (c); and

WHEREAS, on December 8, 2015, the Department issued the Lincoln Animal Shelter a written Civil Penalty Assessment which, among other things, described in detail the evidence referred to in the preceding paragraph of this Agreement; and

WHEREAS, a true and correct copy of the December 8, 2015 written Civil Penalty Assessment is attached hereto as Exhibit 1 and is incorporated by reference in this Agreement; and

WHEREAS, the Lincoln Animal Shelter disputes certain aspects of the December 8, 2015 written Civil Penalty Assessment; and

WHEREAS, the Lincoln Animal Shelter has the right to contest the December 8, 2015 written Civil Penalty Assessment by filing a petition for a contested case hearing in the North Carolina Office of Administrative Hearings; and

WHEREAS, the parties recognize that litigating the December 8, 2015 written Civil Penalty Assessment would be expensive and time-consuming; and

WHEREAS, the Lincoln Animal Shelter and the Department desire to fully and finally compromise and settle this and all other disputes and controversies between them involving the Department's December 8, 2015 assessment of a civil penalty against the Lincoln Animal Shelter; and

WHEREAS, the Lincoln Animal Shelter and the Department desire to enter into such a compromise and settlement solely in order to avoid the burden and expense of litigation.

NOW THEREFORE, for and in consideration of, among other things, the promises contained herein, the representations, covenants and warranties contained herein, the obligations created hereby and the release(s) contained herein, as well as for other good and valuable consideration, the receipt and sufficiency of which the parties hereby acknowledge, the Department and the Lincoln Animal Shelter agree as follows:

1. The Recitals set forth above in this Agreement are hereby incorporated into this Agreement by reference as if fully set forth herein.

2. The Lincoln Animal Shelter has developed and submitted to the Animal Welfare Section written proposed policies and procedures detailing a program of adequate veterinary care to include but not be limited to appropriate communication with the shelter veterinarian, proper medication and documentation of medication of animals under the direction of the shelter veterinarian, and the obtaining and implementation of written veterinary recommendations in the event of a disease condition persisting for more than 30 days. The Lincoln Animal Shelter has also developed and submitted to the Animal Welfare Section written proposed policies and procedures detailing the twice daily feeding of young animals as well as the twice daily cleaning of enclosures. These policies and procedures are attached as Exhibit 2.

3. The Director of the Animal Welfare Section has approved the written policies and procedures attached as Exhibit 2 to this Agreement.

4. The Lincoln Animal Shelter agrees, beginning no later than thirty (30) calendar days after the date this Agreement is signed by the Lincoln County Animal Shelter, to provide training to every Lincoln Animal Shelter staff member concerning the policies and procedures attached as Exhibit 2 to this Agreement. The Lincoln Animal Shelter agrees to provide documentation of this training and the names of all training participants and attendees to the Animal Welfare Section.

5. The Lincoln Animal Shelter agrees that, by no later than January 29, 2016, the shelter veterinarian will have assessed the animals in the care and custody of the shelter and reported to the Animal Welfare Section this evaluation is complete. If the veterinarian determines that there is a disease condition currently present at the shelter that has persisted for more than 30 days then the shelter veterinarian shall provide recommendations to address the disease condition. The shelter shall implement these veterinary recommendations in compliance with 02 NCAC 52J .210(b).

6. By no later than February 8, 2016, the Lincoln Animal Shelter shall pay the Department the sum of \$3,750.00.

7. The persons signing this Agreement below represent and warrant that they have full authority and representative capacity to execute this Agreement in the capacities indicated below, and that this Agreement constitutes the valid and binding obligations of all parties.

8. The parties agree to act in good faith in the implementation of this Agreement.

9. The parties agree to bear their own attorneys' fees and costs associated with this Agreement and with the matters referred to in this Agreement.

10. The parties acknowledge that this Agreement contains the entire agreement between them regarding the matters set forth and described in it, and that it supersedes all previous negotiations, discussions and understandings between them regarding such matters.

11. The terms of this Agreement are contractual and not a mere recital, and may be modified only in a writing executed by all signatories hereto.

12. The parties acknowledge and agree that any and all disputes arising out of or under this Agreement, whether sounding in contract, tort or otherwise and including, among all others, the validity, construction, interpretation and enforcement of this Agreement, shall be governed by North Carolina law. Despite the foregoing, the parties further acknowledge and agree that this Agreement shall not be interpreted in favor of or against any party based upon which party drafted or participated in drafting this Agreement.

13. If any of the provisions of this Agreement are later determined to be invalid or unenforceable by a court of competent jurisdiction, the provisions found to be invalid or unenforceable shall be treated as being severable from the other provisions of this Agreement and this Agreement shall be construed and enforced as if any such invalid or unenforceable provision(s) had not been included in the Agreement.

14. This Agreement shall be binding in perpetuity upon and shall inure to the benefit of the parties, their agents, officers, employees, successors, assigns, heirs, executors and administrators.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and signed as of the day and year indicated by their signatures below:

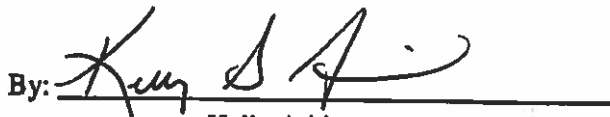
THE NORTH CAROLINA DEPARTMENT OF
AGRICULTURE AND CONSUMER SERVICES,
VETERINARY DIVISION, ANIMAL WELFARE
SECTION

By: 

Patricia Norris, DVM MS
Director, Animal Welfare Section, North Carolina
Department of Agriculture and Consumer Services

Date: 1/11/2016

THE LINCOLN COUNTY, NORTH CAROLINA
ANIMAL SERVICES SHELTER

By: 

Kelly Atkins
County Manager, Lincoln County, North Carolina

Date: 1-6-2016

Exhibit 1

**(December 8, 2015 Written Notice of Civil Penalty
Assessment)**

Exhibit 2

**(Policies and Procedures Submitted by Lincoln
County Animal Shelter, December 18, 2015)**

Exhibit 1

**(December 8, 2015 Written Notice of Civil Penalty
Assessment)**



Steven W. Troxler
Commissioner

North Carolina Department of Agriculture
and Consumer Services
Veterinary Division

R. Douglas Meckes, DVM
State Veterinarian

December 8, 2015

Kelly Atkins
Lincoln County Manager
115 W. Main Street
Lincolnton, NC 28092

NOTICE OF CIVIL PENALTY

Re: CIVIL PENALTY ASSESSMENT FOR VIOLATIONS OF TITLE 02 N. C. ADMINISTRATIVE CODE, CHAPTER 52J, SECTIONS .0101(5), .0205(a), .0207(a) and .0210(b) and (c).

Facility: Lincoln County Animal Services Shelter

Dear Mr. Atkins:

Pursuant to N. C. General Statute § 19A-40 I am issuing this notice to you that the Lincoln County Animal Services Shelter is assessed a civil penalty of \$7,500.00 as provided in the enclosed Notice of Violations.

With regard to the civil penalty, within 60 days from the date of receipt, you must do one of the following:

1. Pay the civil penalty assessment; or
2. File a written petition for a contested case hearing with the N. C. Office of Administrative Hearings to appeal the penalty assessment.

Pursuant to N. C. General Statute § 150B-22, either party to a dispute may initiate informal settlement negotiations at any time. To negotiate a settlement of this assessment, you may present your offer to me. I can be contacted by telephone at (919) 707-3280. Settlement offers do not extend the 60-day deadline for payment of filing of a contested case petition.

Additional information about your options is provided below:

PAYMENT

To pay the penalty, please send your payment by check or money order made payable to the North Carolina Department of Agriculture and Consumer Services to:

North Carolina Department of Agriculture and Consumer Services
Dr. Patricia Norris
Director, Animal Welfare Section
1030 Mail Service Center
Raleigh, NC 27699-1030

APPEAL

If you file a contested case petition, it must be in writing and in the form prescribed by N.C. General Statute § 150B-23. The petition must be accompanied by a filing fee of twenty dollars (\$20.00) payable to the N.C. Office of Administrative Hearings ("OAH"). Should you have any questions about what the fee would be for your case, please contact the OAH Clerk's Office at 919-431-3000. Payment can be made by cash, money order, certified check or check drawn on an attorney's trust account. Make checks payable to: Office of Administrative Hearings. File the petition and one copy with:

Office of Administrative Hearings
6714 Mail Service Center
Raleigh, NC 27699-6714

Any questions about filing a petition may be directed to the Clerk of OAH by telephone at 919-431-3000. You must serve NCDA&CS by mailing a copy of the petition to:

Ms. Tina Hlabse
North Carolina Department of Agriculture and Consumer Services
Registered Agent and General Counsel
1001 Mail Service Center
Raleigh, NC 27699-1001

Payment of the penalty will not foreclose further enforcement action against you for any new violation. If the violations which resulted in the assessment are of a continuing nature, NCDA&CS reserves the right to assess additional civil penalties in the future or take other enforcement action against you.

Your attention to this matter is appreciated.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Patricia Norris', with a long horizontal flourish extending to the right.

Patricia Norris, DVM
Director, Animal Welfare Section

Attachment: Notice of Violations, Assessment of Civil Penalty

cc: R. Douglas Meckes, DVM, NCDA&CS
Tina Hlabse, General Counsel, NCDA&CS
Joe Reardon, Assistant Commissioner, NCDA&CS

STATE OF NORTH CAROLINA
COUNTY OF WAKE

NORTH CAROLINA DEPARTMENT
OF AGRICULTURE AND CONSUMER
SERVICES, VETERINARY DIVISION
ANIMAL WELFARE SECTION

IN THE MATTER OF

LINCOLN COUNTY ANIMAL SERVICES
ANIMAL SHELTER

) NOTICE OF VIOLATIONS
) ASSESSMENT OF CIVIL PENALTY
) FOR VIOLATIONS OF
) 02 NCAC 52J .0101(5), .0205 (a), .0207 (a)
) and .0210 (b) and (c)
)
)

Acting pursuant to N.C. Gen. Stat. § 19A-30, Dr. Patricia Norris, Director, Animal Welfare Section ("AWS"), North Carolina Department of Agriculture and Consumer Services ("NCDA&CS") makes the following:

FINDINGS OF FACT

1. On October 21, 2015, AWS received a complaint concerning the Lincoln County Animal Services Shelter ("the shelter").
2. AWS opened an investigation and on October 27, 2015, AWS Animal Health Technician Jay Blatche ("Inspector Blatche") conducted a site visit of the shelter. As part of the site visit Inspector Blatche conducted staff interviews and a records review.
3. The review of the animal records revealed the following:
 - a) In March 2015, two (2) animals were found dead in their kennels. Both of these animals were cats;
 - b) In April 2015, four (4) animals were found dead in their kennels. One (1) of these was a dog and three (3) were cats;
 - c) In May 2015, twenty-three (23) animals were found dead in their kennels. One (1) of these was a dog and twenty-two (22) were cats;
 - d) In June 2015, twenty-seven (27) animals were found dead in their kennels. All twenty-seven (27) of these animals were cats;
 - e) In July 2015 twenty-three (23) animals were found dead in their kennels. Three (3) of these were dogs and twenty (20) were cats;
 - f) In August 2015, forty-four (44) animals were found dead in their kennels. Five (5) of these were dogs and thirty-nine (39) were cats;
 - g) In September 2015, fifty-six (56) animals were found dead in their kennels. Six (6) of these were dogs and fifty (50) were cats; and
 - h) From October 1-27, 2015, thirty-seven (37) animals were found dead in their kennels. All thirty-seven (37) of these animals were cats;
4. Although it is not uncommon for a small number of animals to be found deceased in their kennel at a shelter, the large increase in this number starting in May 2015 as compared to March and April 2015 is consistent with a disease problem.

5. No written program for disease control written by a veterinarian could be located that addressed this apparent disease problem. The shelter manager acknowledged that no written recommendations for correcting the apparent disease problem had been prepared. The contract veterinarian stated that she was never notified of the deaths.

6. A review of the animal medical records of the shelter revealed multiple instances in which prescribed medications were not administered as directed by the veterinarian. In addition, more than twenty of the medication logs did not contain the information required by the Animal Welfare rules and regulations.

7. When asked about the AWA required twice daily cleaning of enclosures and the twice daily feeding of puppies and kittens, the shelter manager replied that the staff is only present from 7AM to 11AM on Sundays.

CONCLUSIONS

As a result of this investigation, the North Carolina Department of Agriculture and Consumer Services, Veterinary Division, Animal Welfare Section, finds that you either by act or omission, violated the provisions the North Carolina Administrative Code 52J .0101(5), .0205 (a), .0207 (a) and .0210 (b) and (c).

(See Appendix for text of cited General Statutes and Administrative Codes)

CIVIL PENALTIES

As required by N.C. Gen. Stat. § 19A-40 in determining the amount of the civil penalty, I have considered the degree and extent of harm caused by the violations listed above.

Accordingly the Lincoln County Animal Services Shelter is assessed a civil penalty for the following violations:

- 1) \$500.00 for violation of 52J .0101 (5) – failure to keep proper record of veterinary care;
- 2) \$500.00 for violation of 52J .0205 (a) – failure to feed puppies and kittens less than six months of age twice daily with an eight-hour interval between feedings;
- 3) \$500.00 for violation of .0207 (a) – failure to clean enclosures twice daily;
- 4) \$5,000.00 for violation of .0210 (b) – failure to obtain and follow a veterinarian’s written recommendation for a disease problem; and
- 5) \$1,000.00 for violation of .0210 (c) – failure to provide adequate veterinary care.

\$7,500.00 TOTAL AMOUNT ASSESSED

12/8/2015

Date



Patricia Norris, DVM
Director, Animal Welfare Section
North Carolina Department of
Agriculture & Consumer Services

Appendix

RELEVANT LAWS AND REGULATIONS

§ 19A-40. Civil Penalties.

The Director may assess a civil penalty of not more than five thousand dollars (\$5,000) against any person who violates a provision of this Article or any rule promulgated thereunder. In determining the amount of the penalty, the Director shall consider the degree and extent of harm caused by the violation. The clear proceeds of civil penalties assessed pursuant to this section shall be remitted to the Civil Penalty and Forfeiture Fund in accordance with G.S. 115C-457.2. (1995, c. 516, s. 6; 1998-215, s. 3.)

02 NCAC 52J .0101 RECORDS; ANIMAL SHELTERS, ETC.

Operators of all animal shelters, pet shops, public auctions, and dealers shall maintain records on all dogs and cats showing the following:

- (5) record of veterinary care including treatments, immunization and date, time, description of medication (including name and dosage), and initials of person administering any product or procedure.

History Note: Authority G.S. 19A-24;
Eff. April 1, 1984;
Amended Eff. January 1, 2005; April 1, 1985.

02 NCAC 52J .0205 FEEDING

(a) Dogs and cats shall be fed at least once each 24-hour period except as otherwise might be required to provide adequate veterinary care. Food shall be commercially prepared food which complies with laws applicable to animal feed or the food shall be provided by the owner. The food shall be free from contamination, wholesome, palatable, and of adequate quality and quantity appropriate for the given size, age, and condition of an animal to meet the daily requirements for nutritional value. Puppies and kittens less than six months of age shall be fed at least twice in each 24-hour period. An eight-hour interval between feedings is required if only two feedings are offered in a 24-hour period.

History Note: Authority G.S. 19A-24;
Eff. April 1, 1984;
Amended Eff. January 1, 2005; April 1, 1985.

02 NCAC 52J .0207 SANITATION

(a) Waste shall be removed from primary enclosures and exercise areas to prevent contamination of the dogs or cats contained therein and to reduce disease hazards and odors. Enclosures and exercise areas for dogs and cats must be properly cleaned a minimum of two times per day. The animal must be able to walk or lie down without coming in contact with any waste or debris. When a hosing or flushing method is used for cleaning an enclosure, dogs or cats contained therein shall be removed during the cleaning process, and adequate measures shall be taken to protect the animals in other such enclosures from being contaminated with water and other wastes.

History Note: Authority G.S. 19A-24;
Eff. April 1, 1984;
Amended Eff. January 1, 2005; April 1, 1985.

02 NCAC 52J .0210 VETERINARY CARE

(a) A written program of veterinary care to include disease control and prevention, vaccination, euthanasia, and adequate veterinary care shall be established with the assistance of a licensed veterinarian by any person who is required to be licensed or registered under the Animal Welfare Act, Article 3 of Chapter 19A of the General Statutes.

(b) If there is a disease problem that persists for more than 30 days at the facility, the facility operator shall obtain and follow a veterinarian's written recommendations for correcting the problem.

(c) Each dog and cat shall be observed daily by the animal caretaker in charge, or by someone under his direct supervision. Sick or diseased, injured, lame, or blind dogs or cats shall be provided with veterinary care or be euthanized, provided that this shall not affect compliance with any state or local law requiring the holding, for a specified period, of animals suspected of being diseased. If euthanasia is performed at a certified facility, a list of personnel approved to perform euthanasia shall be maintained in a Policy and Procedure Manual as described in 02 NCAC 52J .0800. Diseased or deformed animals shall be sold or adopted only under the policy set forth in the "Program of Veterinary Care." Full written disclosure of the medical condition of the animal shall be provided to the new owner.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. March 23, 2009; January 1, 2005.

Exhibit 2

**(Policies and Procedures Submitted by Lincoln
County Animal Shelter, December 18, 2015)**



STANDARD OPERATING GUIDELINE

Number 100-4

Daily Feeding Procedure

EFFECTIVE DATE:
12/16/2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE:
1 OF 1

PURPOSE: To ensure that animals are receiving the correct amount of nutrition as recommended by the veterinarian.

SCOPE: This procedure applies to all LCAS Employees, Volunteers, and NCDOD workers.

POLICY: All LCAS employees, LCAS volunteers, and NCDOD Workers must:

Follow the recommended feeding schedule set forth by the veterinarian.

Food must be measured out to ensure that you are giving the animal the proper amount that is recommended.

Cat Feeding Schedule

1. Kittens less than six months of age must be fed twice daily. Kittens will receive ½ cup in the morning and ½ cup in the evening.
2. Cats over six months of age will receive 1 cup daily.
3. These schedules will be followed on a daily basis, unless otherwise directed by the veterinarian.

Dog Feeding Schedule

1. Puppies less than six months of age must be fed twice daily.
2. Dogs/Puppies under 15 pounds will receive ½ cup in the morning and ½ cup in the evening.
3. Dogs/Puppies 20-50 pounds will receive 2 cups in the morning and 2 cups in the evening.
4. Dogs/Puppies over 50 pounds will receive 3 cups in the morning and 3 cups in the evening.
5. These schedules will be followed on a daily basis, unless otherwise directed by the veterinarian.



STANDARD OPERATING GUIDELINE

Number 100-1

Medication Administration Procedure

EFFECTIVE DATE:
10/30/2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE:
1 OF 1

PURPOSE: The intent of this procedure is to ensure that all animals are properly medicated as ordered by the Veterinarian.

SCOPE: This procedure applies to all LCAS Employees

POLICY: All LCAS employees shall:

Ensure that all medications are administered according to the Veterinarian's prescribed orders. NO EXCEPTIONS

No employee is authorized to not administer an ordered medication, unless otherwise ordered by the Veterinarian.

In the absence of the Veterinarian Technician the Shelter Supervisor or his/her designee shall administer medications as ordered by the Veterinarian.

Failure to administer ordered medications by any employee will be subject to disciplinary action up to and including termination.

1. A Medication Administration Record **shall** be completed and/or updated for each animal receiving medication on a daily basis.
2. The administering employee shall ensure that the Medication Administration Record is completed at the time of administration and signed off by the administering employee.
3. The Medication Administration Record will be kept in a Medication Log Book and shall be checked and signed on a daily basis by the Veterinarian Technician.
4. The Medication Administration Record will include the following information; the animals Identification number, animals location, date/time medication was administered, medication name and dosage, Veterinarian who ordered medication and employee's name and signature.



STANDARD OPERATING GUIDELINE

Number 100-5

Veterinarian Protocol

EFFECTIVE DATE:
12-17-2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE:
1 OF 2

PURPOSE: To provide a written protocol for the shelter to ensure that all animals are receiving proper veterinary care.

SCOPE: This procedure applies to all LCAS Employees, Volunteers, and NCDOC Workers.

POLICY: All LCAS employees, LCAS volunteers, and NCDOC Workers shall:

1. All animals entering the animal shelter shall be assessed for any injuries or obvious abnormalities. If there is any question, the Facility Operator should be contacted and at his direction the Lincoln County Animal Services Veterinarian.
2. Animals entering the animal shelter without obvious injury should be weighed, photographed, and vaccinated for the age and breed appropriate vaccines and dewormed within 24 hours of entry.
3. Any animal showing signs of disease, i.e. – upper respiratory (sneezing, coughing, eye or nasal discharge) or gastrointestinal (diarrhea, vomiting) shall be isolated and the appropriate staff informed as soon as possible.
4. Any deaths shall be reported immediately to the appropriate staff. If possible the body should be wrapped in plastic and placed in refrigeration for the Lincoln County Animal Services Veterinarian. All deaths should be noted in the veterinary record book and brought to the attention of the Veterinarian.
5. Disease outbreaks are best controlled by taking immediate action to isolate ill animals and consult with the veterinary staff to observe specific protocol involving cleaning and restrictions set forth according to the nature of the outbreak.
6. Do not place any animals or allow visitors or volunteers to enter restricted or quarantined areas.
7. Euthanasia of animals will be at the discretion of the Facility Operator in conjunction with the Veterinarian recommendations.
8. The adopters, rescuers, or fosterers of any animals with current veterinary restrictions will be informed and asked to sign a written consent stating they will be seek veterinary care within a time constraint as recommended by the veterinary staff.



STANDARD OPERATING GUIDELINE

Number 100-5

Veterinarian Protocol

EFFECTIVE DATE:
12-17-2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE
2 OF 2

9. Outside veterinary care will be provided for the Lincoln County Animal Shelter twice weekly.
 - a. At these appointed times the Veterinarian Technician (or assigned representative) shall present the Veterinarian with a written record of any animals needing examination and/or treatment.
 - b. The Veterinarian shall record her interpretations of clinical signs and diagnosis as well as treatments and restrictions placed on these animals.
 - c. The medications prescribed shall be followed and recorded as written by the Veterinarian.
 - d. The Veterinarian shall weekly review medications and sign appropriate treatment cards.
 - e. The Veterinarian will provide examinations and/or additional treatment at their private facility based on mutual agreement of said Veterinarian and Facility Operator
 - f. The Veterinarian will make herself available for consult as is needed within reason.



STANDARD OPERATING GUIDELINE

Number 100-2

Daily Shelter Operations

EFFECTIVE DATE:
12/11/2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE:
1 OF 2

PURPOSE: To ensure that all daily shelter operations are completed and the animals receive the proper veterinary care.

SCOPE: This procedure applies to all LCAS Employees, Volunteers, and NCDoc workers.

POLICY: All LCAS employees, LCAS volunteers, and NCDoc Workers must:

Sanitation

1. All kennels/cages shall be cleaned at least twice daily.
2. Kennels shall also be checked and kept clean throughout the day.

Feeding and Watering

1. All adult animals shall be fed at least once daily and have a constant supply of water, unless otherwise directed by the veterinarian.
2. All puppies and kittens under the age of 6 months shall be fed at least twice daily and have a constant supply of water, unless otherwise directed by the veterinarian.

Veterinary Care

1. All animals shall be observed on a daily basis. The veterinarian technician shall be made aware of any animal that appears to have medical issues at the time of observation.
2. All medications shall be administered according to the Veterinarian's prescribed orders. **NO EXCEPTIONS**
3. All animals that have been in the shelter for a period longer than 15 days shall receive a rabies vaccination.



STANDARD OPERATING GUIDELINE

Number 100-2

Daily Shelter Operations

EFFECTIVE DATE:
12/11/2015

REVISION DATE:

APPROVED BY:
DAVID A. WORKMAN

PAGE:
2 OF 2

Animal Intake

1. All animals shall be vaccinated upon intake, unless otherwise directed due to medical or behavior issues.
2. All intakes shall be processed in the system upon arrival and completed in a timely manner.
3. All intake paperwork shall be completed upon arrival, please ensure that you receive as much animal information as possible during the intake.

Socialization

1. All animals that have been in the shelter for a period longer than 30 days shall be socialized on a daily basis and provided a toy suitable for its size inside the kennel/cage.
2. Please use your time wisely, walk animals and play with them outside the kennel/cage during free time on a daily basis. (Interaction with animals is needed)

Customer Relations

1. Customers that arrive to the shelter must be assisted in a timely manner.
2. Be kind and courteous to all customers and volunteers that enter the facility.
3. All phone calls received shall be handled in a respectable manner.



STANDARD OPERATING GUIDELINE

Number 100-3

Cleaning Procedures

EFFECTIVE DATE:
07/01/2014

REVISION DATE:
12/10/2015

APPROVED BY:
DAVID A. WORKMAN

PAGE:
1 OF 10

PURPOSE: The intent of this policy is to ensure that the shelter is cleaned in a proper, accurate manner, providing safety to the employee and the best possible welfare for the animal.

SCOPE: This procedure applies to all LCAS Employees, Volunteers, and NCDOC Workers.

POLICY: All LCAS employees, LCAS volunteers, and NCDOC Workers shall:

1. Clean designated area each morning (according to the cleaning attachments 1-8), and shall be completed with the initial sanitation process by 11:00 am.
ALL KENNELS/CAGES SHALL BE CLEANED AT LEAST TWICE DAILY.
2. Upon completion of their designated cleaning area assist other staff in the completion of other areas to ensure that the initial sanitation is performed in a timely manner.
3. Remove each animal from the kennel/cage that is in the process of being cleaned. **UNDER NO CIRCUMSTANCE IS ANY ANIMAL TO BE LEFT INSIDE THE KENNEL/CAGE DURING THE CLEANING PROCESS.**
4. All kennel/cages shall be sanitized between the transferring out of an animal and transferring in of another animal.
5. When handling animals with questionable behavior, use protection equipment provided to prevent injury to staff and animals. (Catch pole, cat tongs, leather gloves, etc.)
6. Remove all food and water bowls from each kennel/cage during the initial sanitation and also throughout the day if the bowls becomes unsanitary. Bowls shall be cleaned and sanitized each day. Bowls on the automatic watering system shall be sanitized every other day and upon the vacancy of the kennel/cage.
7. Remove all blankets, towels, toys, etc. from each kennel/cage during the initial sanitation and also throughout the day if the materials become unsanitary.
8. Ensure that all areas of the shelter are kept neat and organized throughout the day.



STANDARD OPERATING GUIDELINE

Number 100-3

Cleaning Procedures

EFFECTIVE DATE:
07/01/2014

REVISION DATE:
12/10/2015

APPROVED BY:
DAVID A. WORKMAN

PAGE:
2 OF 10

9. Hallways shall be swept and mopped on a daily basis. All rugs in hallways shall also be vacuumed on a daily basis.
10. Make sure that all mop buckets are sanitized daily and throughout the day as needed.
11. All animal interaction areas shall also be sanitized after each use.



STANDARD OPERATING GUIDELINE

Number 100-3

Cleaning Procedures

EFFECTIVE DATE:
07/01/2014

REVISION DATE:
12/10/2015

APPROVED BY:
DAVID A. WORKMAN

PAGE:
3 OF 10

Attachment #1 – K Room

- Remove cat from the cat cage. Depending on Veterinarian recommendations you can either allow the cat to roam free in the room or put the cat in an open cage.
- Remove soiled blankets, water bowls, food bowls, and litter pan. Take all soiled blankets, bowls, and litter pans to sanitation area to be sanitized.
- Using a dust pan and dust broom remove all loose litter and food from inside the cage.
- Apply cleaning solution to the **entire cage** evenly and let stand for at least 10 minutes.
- Wipe down the entire cage with paper towels ensuring that any remaining waste and cleaning solution is removed.
- Place a new blanket, food bowl, water bowl, and litter pan back inside cat cage. Be sure not to over fill the litter pan (about 2 scoops of litter is recommended)
- Once cage is sanitized be sure to put the cat back in the enclosure.
- After all of the cages in the room have been sanitized, clean the window sill and the cat ledges that are attached to the viewing windows with cleaning solution.
- Clean the large dome style litter pans located under the sink.
- Sweep and mop floor. Once you have finished mopping the floor empty and sanitize the mop and mop bucket. Be sure to place a "Wet Floor" sign in plain view to alert staff and customers of any slipping hazards.
- Be sure to restock all the supplies you use during the cleaning process.
- After everything is clean make sure you empty your trash can into the dumpster located in the back of the shelter.
- You may allow a few of the cats out of their cages for exercise. Be sure there is fresh food and water left out for them and never allow unaltered males and females out for exercise at the same time.



STANDARD OPERATING GUIDELINE

Number 100-3

Cleaning Procedures			
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Attachment #2 – P Room

- Remove the dog from its kennel and place into an open transfer cage.
- Remove soiled blankets, toys, water bowls and food bowls. Be sure not to dump any remaining food down cage draining system. Dumping food down the drain may result in a blockage in the pipes.
- Using hot water, rinse cage out of any waste. Make sure the entire cage gets sprayed out. Scrub where necessary.
- After cage has been completely rinsed, apply cleaning solution evenly throughout entire cage and let stand for at least 10 minutes.
- After allowing cage to disinfect for 10 minutes, rinse cleaning solution using hot water.
- Once the cage has been completely sanitized, use a clean towel to soak up any remaining water. Be sure to dry all areas of the cage including the door, the top of the cage, and both sides of the floor grate.
- Now that the cage is dry, place a clean blanket, water bowl, and food bowl inside the cage.
- Take the dog out of the transfer cage and place it back into the same cage it came from, please make sure cage door is secure.
- Once this process is complete sanitize the transfer cages using the same process. This is to be done every time a transfer cage is used to house a dog while sanitizing.
- When all the cages in the room have been sanitized, please ensure that you sanitize the floor. Using a squeegee pull all the water and waste on the floor toward the floor drains. Be sure to squeegee all the areas under the cages so you can pull out any standing water under them.
- Once you have removed any standing water and waste from the floor with the squeegee, mop the entire floor with cleaning solution. Be sure to place "Wet Floor" sign in plain view to alert staff and customers of any slipping hazards.
- After everything is sanitized make sure you empty your trash can into the dumpster located in the back of the shelter.
- Be sure to restock all the supplies you use during the cleaning process.



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Attachment #3 – J Room

- Remove the dog from its kennel and place into an open transfer cage.
- Remove soiled blankets, toys, water bowls and food bowls. Be sure not to dump any remaining food down cage draining system. Dumping food down the drain may result in a blockage in the pipes.
- Using hot water, rinse cage out of any waste. Make sure the entire cage gets sprayed out (i.e. the door, the ceiling, and both sides of the floor grate). Scrub where necessary.
- After cage has been completely rinsed, apply cleaning solution evenly throughout entire cage and let stand for at least 10 minutes.
- After allowing cage to disinfect for 10 minutes, rinse cleaning solution using hot water.
- Once the cage has been completely sanitized, use a clean towel to soak up any remaining water. Be sure to dry all areas of the cage including the door, the top of the cage, and both sides of the floor grate.
- Now that the cage is dry, place a clean blanket, water bowl, and food bowl inside the cage.
- Take the dog out of the transfer cage and place it back into the same cage it came from, please make sure cage door is secure.
- Once this process is complete sanitize the transfer cages using the same process. This is to be done every time a transfer cage is used to house a dog while sanitizing.
- When all the cages in the room have been sanitized, please ensure that you sanitize the floor. Using a squeegee pull all the water and waste on the floor toward the floor drains. Be sure to squeegee all the areas under the cages so you can pull out any standing water under them.
- Once you have removed any standing water and waste from the floor with the squeegee, mop the entire floor with cleaning solution. Be sure to place "Wet Floor" sign in plain view to alert staff and customers of any slipping hazards.
- After everything is sanitized make sure you empty your trash can into the dumpster located in the back of the shelter.
- Be sure to restock all the supplies you use during the cleaning process.



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Attachment #4 – L Cages

- Remove the dog from its kennel and place into an open transfer cage.
- Remove soiled blankets, toys, water bowls and food bowls. Be sure not to dump any remaining food down cage draining system. Dumping food down the drain may result in a blockage in the pipes.
- Using hot water, rinse cage out of any waste. Make sure the entire cage gets sprayed out. Scrub where necessary.
- After cage has been completely rinsed, apply cleaning solution evenly throughout entire cage and let stand for at least 10 minutes.
- After allowing cage to disinfect for 10 minutes, rinse cleaning solution using hot water.
- Once the cage has been completely sanitized, use a clean towel to soak up any remaining water. Be sure to dry all areas of the cage including the door, the top of the cage, and both sides of the floor grate.
- Now that the cage is dry, place a clean blanket, water bowl, and food bowl inside the cage.
- Take the dog out of the transfer cage and place it back into the same cage it came from, please make sure cage door is secure.
- Once this process is complete sanitize the transfer cages using the same process. This is to be done every time a transfer cage is used to house a dog while sanitizing.
- When all the cages in the room have been sanitized, please ensure that you sanitize the floor. Using a squeegee pull all the water and waste on the floor toward the floor drains. Be sure to squeegee all the areas under the cages so you can pull out any standing water under them.
- Once you have removed any standing water and waste from the floor with the squeegee, mop the entire floor with cleaning solution. Be sure to place "Wet Floor" sign in plain view to alert staff and customers of any slipping hazards.
- After everything is sanitized make sure you empty your trash can into the dumpster located in the back of the shelter.
- Be sure to restock all the supplies you use during the cleaning process.



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Attachment #5 – E & F Rooms

- Remove cat from the cat cage. Depending on Veterinarian recommendations you can either allow the cat to roam free in the room or put the cat in an open cage.
- Remove soiled blankets, water bowls, food bowls, and litter pan. Take all soiled blankets, bowls, and litter pans to sanitation area to be sanitized.
- Using a dust pan and dust broom remove all loose litter and food from inside the cage.
- Apply cleaning solution to the **entire cage** evenly and let stand for at least 10 minutes.
- Wipe down the entire cage with paper towels ensuring that any remaining waste and cleaning solution is removed.
- Place a new blanket, food bowl, water bowl, and litter pan back inside cat cage. Be sure not to over fill the litter pan (about 2 scoops of litter is recommended)
- Once cage is sanitized be sure to put the cat back in the enclosure.
- After all of the cages in the room have been sanitized, clean the window sill and the cat ledges that are attached to the viewing windows with cleaning solution.
- Clean large dome style litter pans.
- Sweep and mop floor. Once you have finished mopping the floor empty and sanitize the mop and mop bucket. Be sure to place a "Wet Floor" sign in plain view to alert staff and customers of any slipping hazards.
- Be sure to restock all the supplies you use during the cleaning process.
- After everything is clean make sure you empty your trash can into the dumpster located in the back of the shelter.
- You may allow a few of the cats out of their cages for exercise. Be sure there is fresh food and water left out for them and never allow unaltered males and females out for exercise at the same time.



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Attachment #6 – A, B, C, G & H Kennels

- First remove the dog from the kennel. Place the dog in a clean carrier and slide away from the area your cleaning to insure the animal doesn't get wet. The only time we do not remove the dog from the kennel is when the animal is on D side. (see D Kennel-Cleaning Attachment #8)
- Once the animal has been removed from the area, turn off the automatic watering system located over the first cage in the kennel run. Remove the water bowl from inside the cage, the water bowls shall be removed every time you clean the kennel. Every other day when the bowls are not being sanitized they may be placed on top of the kennel until the process is complete.
- Using hot water, spray any waste out of the kennel. Be sure to lift the bed located in the back of the kennel over the drainage system. This will help ensure everything has been completely sanitized.
- Once the kennels have been completely rinsed out, apply cleaning solution evenly throughout kennel and let stand for 10 minutes.
- After the kennel has been allowed to stand for 10 minutes, thoroughly rinse the cleaning solution out of the kennel.
- Using a squeegee, push all water towards the back of the kennel into the drainage system. Make sure the kennel floor is completely dry.
- Reattach water bowls and turn automatic watering system back on.
- Once you are sure that the kennel has been properly dried out, place the dog back inside the kennel. It is extremely important that the correct animal goes back in the correct kennel. Check the paperwork located on the outside of the kennel door to ensure this is correct.
- Once the kennels have been sanitized, also sanitize the carrier that housed the animal during the cleaning process. If you have to use this carrier to house another dog while sanitizing please ensure that the carrier is completely dry.
- Once all sanitation is complete, turn on the automatic washout system to ensure that all waste is properly disposed of.



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Attachment #7 – R Room

- First remove the dog from the kennel by allowing the animal to go through the pass through door into the other kennel.
- Once the animal has been removed from the area, turn off the automatic watering system located over the first cage in the kennel run. Remove the water bowl from inside the cage, the water bowls shall be removed every time you clean the kennel. Every other day when the bowls are not being sanitized they may be placed on top of the kennel until the process is complete.
- Using hot water, spray any waste out of the kennel. Be sure to lift the bed located in the back of the kennel over the drainage system. This will help ensure everything has been completely sanitized.
- Once the kennels have been completely rinsed out, apply cleaning solution evenly throughout kennel and let stand for 10 minutes.
- After the kennel has been allowed to stand for 10 minutes, thoroughly rinse the cleaning solution out of the kennel.
- Using a squeegee, push all water towards the back of the kennel into the drainage system. Make sure the kennel floor is completely dry.
- Reattach water bowls and turn automatic watering system back on.
- Once you are sure that the kennel has been properly dried out, allow the animal to come back into the kennel. It is extremely important that the correct animal goes back in the correct kennel. Check the paperwork located on the outside of the kennel door to ensure this is correct.
- Once all sanitation is complete, turn on the automatic washout system to ensure that all waste is properly disposed of.



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Attachment #8 – D Kennels

- First remove the dog located in C Kennels and place in a carrier. After you have ensured that the C Kennel animal has been removed, allow the animal to go through the pass through door into the other kennel.
- Once the animal has been removed from the area, turn off the automatic watering system located over the first cage in the kennel run. Remove the water bowl from inside the cage, the water bowls shall be removed every time you clean the kennel. Every other day when the bowls are not being sanitized they may be placed on top of the kennel until the process is complete.
- Using hot water, spray any waste out of the kennel. Be sure to lift the bed located in the back of the kennel over the drainage system. This will help ensure everything has been completely sanitized.
- Once the kennels have been completely rinsed out, apply cleaning solution evenly throughout kennel and let stand for 10 minutes.
- After the kennel has been allowed to stand for 10 minutes, thoroughly rinse the cleaning solution out of the kennel.
- Using a squeegee, push all water towards the back of the kennel into the drainage system. Make sure the kennel floor is completely dry.
- Reattach water bowls and turn automatic watering system back on.
- Once you are sure that the kennel has been properly dried out, allow the animal to come back into the kennel. It is extremely important that the correct animal goes back in the correct kennel. Check the paperwork located on the outside of the kennel door to ensure this is correct.
- Once the kennels have been sanitized, also sanitize the carrier that housed the animal from the C Kennels during the cleaning process. If you have to use this carrier to house another dog while sanitizing please ensure that the carrier is completely dry.
- **Do Not handle or allow these animals outside of the kennels at any time.**
- Once all sanitation is complete, turn on the automatic washout system to ensure that all waste is properly disposed of.

MEDICATION ADMINISTRATION RECORD

Animal ID #:

Animal Location:

Order/Dose:

Veterinarian Who Gave Order (PRINT):

Veterinarian Who Gave Order (SIGNATURE):

Medication Name & Dosage:

ADMINISTRATION RECORD

Date	Time			Animal ID Verified ✓	Administered by	Vet Tech Signature

Remarks:

Log Verified By (PRINT):

Log Verified By (SIGNATURE):

This form shall be completed at the time the medication is administered.

All information shall be legible.

The **full name and signature** of the Veterinarian who gave the order for the medication shall be given.

Initials are not acceptable.

This medication may be administered only under the circumstances provided for and by individuals authorized by the Veterinarian.